

While I do appreciate captions available on most TV programs, I would like to file a complaint regarding some problems with the captions on TV. I'm offering possible solutions to the problems in the last paragraph.

Problem one: there are times when a TV program provided captions in the beginning but the captions disappeared in the middle of an episode. Or when a TV directory lists a program with a CC, it does not have captions but sometimes within ten minutes into the program, the captions would appear.

Problem two: I notified of this problem (no captions) to the COX Cable but someone who answered the phone indicated that the fault was at the TV station; and called the TV station but they claimed that the fault was with the cable. Sometimes after calling either stations, the captions would come back on.

Problem three: The hours for the TTY calls limit to the business hours on business days. It's not like I could call promptly to notify the problems with captionings on TV. Whenever I use the relay service to call either the Cox Cable or a TV station, someone would pick up but after listening to an operator explaining that the call was from a deaf client, they would hang up on me.

Problem four: I have hearing (not deaf) family members who tell me frequently that captioning on TV was inaccurate.

Back in, I think, 1995, FCC announced that by 2000 ALL broadcasting services are required to provide captions. While I do appreciate the captions available on most TV programs, we're five months into 2005, not all TV programs are captioned. What had happened?

The best solutions to the problems I addressed is to make captions permanent, some kind of technical that no one can turn to make the captions appear or disappear. Regarding the quality of captioning, proficiency level in hiring the captioners need to be reviewed and upgraded.

Thank you for listening.  
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